# TeleWell USB Modem
# 3G/4G
# User Manual

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# 1 Modem Introduction

## 1.1 Introduction

Thank you for using TeleWell USB Modem.

To guarantee the modem always in its best condition, please read this manual carefully and keep it for further use. The pictures, symbols and contents in this manual are just for your reference. They might not be completely identical with your modem. We operate a policy of continuous development. We reserve the right to update the technical specifications in this document at any time without prior notice.

The TeleWell USB Modem is a type of multi-mode modem, suitable for 2G/3G/4G network. It adopts USB interface which provides an easy interface to laptop and desktop PC. With the 2G/3G/4G mobile network, it can help you carry out SMS, data service and will help you break away from the limit of time and zone, and realize wireless communication at any moment everywhere.

## 1.2 Warning and Notice

**To the owner**

- Some electronic devices are susceptible to electromagnetic interference sent by modem if inadequately shielded, such as electronic system of vehicles. Please consult the manufacturer of the device before using the modem if necessary.
- Operating of laptop and desktop PC and modem may interfere with medical devices like hearing aids and pacemakers. Please always keep them more than 20 centimeters away from such medical devices when they are turned on. Turn the modem off if necessary. Consult a physician or the manufacturer of the medical device before using the modem.
- Be aware of the usage limitation when using a modem at places such

as oil warehouses or chemical factories, where there are explosive gases or explosive products being processed. Therefore, turn off your modem if required.

- Don't touch the inner antenna area if not necessary. Otherwise it will affect your modem's performance.
- Store the modem out of the reach of little children. The modem may cause injury if used as a toy.

**Modem**

- Please use original accessories or accessories that are authorized. Using any unauthorized accessories may affect your modem's performance, and violate related national regulations about telecom terminals.
- Avoid using the modem near metallic structure device or establishment that can emit electromagnet wave. Otherwise it may influence receiving signals.
- The modem is non-waterproof type, please keep it dry and store in shady and cool place.
- Don't use the modem immediately after a sudden temperature change. In such case, it will produce dew inside and outside the modem, so don't use it until it becomes dry.
- Take the modem carefully. Don't lose, bend or cause it struck. Otherwise it will lead to destruct damage.
- No dismantling by non-professional and only qualified maintainer can undertake repair work.

## 1.3 Applicability Scope

TeleWell USB Modem supports the present mainstream types of laptops and desktop PCs, such as Apple, HP, IBM, Toshiba, Lenovo, Dell, Founder, Acer, etc.

## 1.4 System Requirements

**Windows OS**

Windows XP (32bit)
Windows Vista (32bit/64bit)
Windows 7 (32bit/64bit)

**Mac OS**

10.5
10.6
10.7

The performance of the modem may be influenced if configuration is under the recommended requirement.

## 1.5 Functions

**Functions:** Message, Contacts, Setting, Data, etc.

# 2 Installation

## 2.1 Installation in Windows

### 2.1.1 Software Installation

1. Double click the install file (for example: setup.exe).
2. After a few seconds, the system starts software installation automatically.
3. You can select a different location by pressing icon, and then click the Next button.
4. The system shows the installation progress. Wait a minute and program installation is complete.

**Note:** If you have problems with installation after the above operation, please contact the service provider for help.

### 2.1.2 Run the Application Software

1. After the device is correctly connected, the application software launches automatically.
2. Otherwise, click the "**Start → Programs**", find the UI software program group，and then click the name of the UI software to run the application software. Or double click the shortcut icon of the UI software to run the application software.

After device initialized, the standby icon appears in the taskbar, the device can work properly.

### 2.1.3 Software Uninstall

1. Close the application program, unplug your device.
2. Click "**Start → Programs**", find the UI software program group，and then click the Uninstall menu.

3. Click the Next button to uninstall.
   **Note:** The system prompts to unplug your device.
4. The system shows the uninstall progress. Wait a minute and program uninstall is complete.

## 2.2 Installation in MAC

### 2.2.1 Software Installation

1. Connect your modem to your PC.
2. After a few seconds, the system will automatically display a **Connection Manager** CD-ROM icon on the desktop.
3. Double click the "**Connection Manager.mpkg**" in the Connection Manager, and then follow the steps to install.
4. Click "**Continue**" button on the welcome page.
5. Select the folder that you want to install the software, and you can select a different location by pressing "**Change Install Location**" button, and then click "**Install**" button.
6. Please enter user name and password to be authenticated, and click "**OK**" button to install.
7. Installation is in progress, after a while, click "**Close**" button to finish software installation.

**Note:** If you have problems with installation after the above operation, please contact the service provider for help.

After the installation, select the "**Finder → Applications → Connection Manager**" and there will be "**Connection Manager**" and "**Uninstall Connection Manager**" program listed.

### 2.2.2 Run Application Software

After the modem is correctly connected, click "**Finder → Applications**

→ **Connection Manager**" on the notebook to run the application software.

### 2.2.3 Software Uninstall

1. After close the application software, double click "**Finder → Applications → Connection Manager → Uninstall Connection Manager**" to uninstall the application software. A warning popup window appears.
2. Click "**Uninstall**" button to confirm the uninstalling.

# 3 Functions & Operation

## 3.1 Interface Introduction

### 3.1.1 Functional Button

There will show various function button icons. Select different function button and it will carry out corresponding operation.
**Menu:** Unfold the main window to full-mode.
**Back:** Fold the main window to mini-mode.
**Connect:** Connect to the Internet.
**Message:** Send SMS or read SMS.
**Contacts:** Save and view the different information of the contacts.
**Setting:** Set normal relative information for the modem.
**Data:** Show connection information.
**Option:** View the help information，open log, change software running language or show the diagnostics information.

### 3.1.2 The Uses of Tray Icon

Right Click the tray icon to popup the operation menu:
**Diagnostics:** View the Network Information, Hardware Information and Sim Information.
**Exit:** Close the software and stop the modem from working.

## 3.2 Internet Connection

### 3.2.1 Connect to Internet

You can browse web pages after you have accessed to Internet with the help of Connection Manager, you can also receive SMS when surfing in the Internet.
**Note:** Ensure to accessed to Internet, at first, you should set a correct

configuration.

Click the "**Connect**" button. When connected, it will show the "**Disconnect**" button, data flow, connected time, etc.
During the course of connection, the "**Connect**" button becomes "**Cancel**" button. Once connect successfully, the "**Connect**" button becomes "**Disconnect**" button. Then you can access Internet and receive email etc.

### 3.2.2 Disconnect from Internet

Click "**Disconnect**" button in the main interface to disconnect internet.

## 3.3 Message

**Note:** To ensure that the SMS can be used properly, at first, you should setup the correct SMS Center Number.

Click the "**Message**" icon to switch to the SMS interface and it will show four tabs: InBox, Outbox, DraftBox and SMS Setting. Then click icons of "**InBox**", "**OutBox**", "**DraftBox**", "**SMS Setting**" to enter relative interface. You can select the save location to filter the messages.

**InBox:** Save the received messages.
**OutBox:** Save the sent messages.
**DraftBox:** Save the editing SMS which haven't been sent. The drafts can only be saved in computer, not (U) SIM.
**SMS Setting:** Set some options about SMS, it includes: SMS center number, SMS Validity, Status Report, SMS Signature and SMS Template.
**1. SMS Center Number**
Set the corresponding message center number the network supplier. You must input the correct message center number to use the message properly and the number will be provided by the network supplier. Please enter the country code before the number.

**2. SMS Validity**

Set the time limit for saving message in the network side. (This function needs network supports.) In option: 3 hours/6 hours/12 hours/1 day/3 days /1 week /the longest period. The default setting is the longest period permitted by the network.

**3. Status Report**

When "**Enable**" item is selected, the network will inform you of the status for the sent messages. When "**Enable**" item is not selected, the network will not inform you of the status for the sent messages. This status is corresponding to the "**Status Report**" when create a new message.

**4. SMS Signature**

Input some characters as a signature, and it will append end of the messages.

**5. SMS Template**

You can write some characters as a template by press "**Save**" button. When you create a new message, you can insert the template everywhere you want.

## 3.3.1 Read Messages

Click the "**InBox**" icon on the main interface, and click the selected message to read the SMS saved in the box.

You can use the functional icons to execute replying, forwarding, saving numbers and deleting functions.

When receiving the new SMS, the system will pop-up prompt dialog box in the taskbar, and then click "**OK**" to enter SMS interface.

### 3.3.2 Create a New Message

Click "**New Message**" button to input the recipient's number and content.

The recipient's number can be input directly or by entering the Contacts to select one/more/group records.

The recipient's amount can be one or more. Please use "**;**" to separate recipients.

The SMS content can include 160 individual English characters (including English symbols). On the interface, there will show total characters and the number of sending message.
Before send message, you can select whether open the "**Regularly Send**". When the "**Regularly Send**" is clicked, the messages won't send until the appointed time.

Click "**Send**", the prompt screen will appear on the interface.
Select "**OK**", and then the edited short messages will be sent.

**Send message while browse the web:**
When surfing the Internet, if your network supports, you can send short messages at same time. Click "**Message**" button icon, enter the short message interface to send short messages normally.

### 3.3.3 Searching for Messages

1) Enter the search conditions in the search condition blank.
2) The searching results will display in the SMS window.

### 3.3.4 Option

Click the arrow icons in the message window, you can enter the tools. In the tools menu, there are many functional submenus: Move, Export, Import, and SMS Capacity.

### 3.3.5 Chat Mode

In this mode, the messages will classify according to the number.
All of the messages including InBox, OutBox will save together belong to the number.

### 3.3.6 The Message Interface Operating Guide

When "**Mark all**" clicked, all of the messages in the list will be selected. Once have any message be selected, the Delete, Save Number, Forward, Edit and Reply functional icons will usable.

**Delete:** Delete the selected short messages.
**Save Number:** Save the sender number obtained from the **Message** to **Contacts**.
**Forward:** Forward short message to other recipients.
**Reply:** Reply short message to the sender (which is only available in the InBox).
**Edit:** Edit the messages content (which is only available in the DraftBox).

New message cannot be received when the (U)SIM-card is full of short messages (Different (U)SIM-cards have different capacities), the system will indicate the USIM is full, while new message cannot be saved.

## 3.4 Contacts

Click "**Contacts**" icon to access to the Contacts window. There will be various functional icons shown in the Contacts interface. Select different functional icon and it will carry out corresponding operation.
**ALL:** Display the information of all contacts includes PC and (U) SIM.
**PC:** Display the information of contacts saved in PC.
**(U)SIM:** Display the information of contacts saved in (U) SIM.
**Group:** Arrange the contacts by category. It includes colleague, family,

friend, others and ungrouped. You can also create user-defined group by press "**Add Group**" button.

### 3.4.1 Create a New Contact

1) Click "**New Contacts**" button to add a new contact.
2) Select "**Save Location**" to decide where you want to save your contact, **PC** or **(U) SIM**.
3) Enter the Name and Mobile Phone which is necessary. You can also click the "**Add**" icon to add some data items such as Home Phone, Office Phone, and Email. Then click "**OK**" to save.

### 3.4.2 Searching for Contacts

1) Enter the search conditions in the search condition blank.
2) The searching results will display in the contacts window.

### 3.4.3 Option

Click the arrow icons in the contacts window, you can enter the option. In the option menu, there are many functional submenus: Copy, Cut, Paste, Move, Export, Import and Contacts Capacity, etc.

Enter the "**Contacts Capacity**"， you can view the capacity of **PC** and **U(SIM)**.

### 3.4.4 Contacts Interface Operating Guide

When "**Mark All**" clicked, all of the contacts in the list will be selected. Once have any contacts be selected, the delete, SMS and edit functional icons will usable.

**Delete:** Delete the selected contacts.
**SMS:** Send messages to the selected contacts (Click it will switch to the

SMS interface).
**Edit:** Edit the related information of the selected contacts.
**View:** View the related information of the selected contacts.

## 3.5 Setting

Click "**Setting**" icon to switch to the settings interface. It includes: Dial, Network, Security and System.

**Note:** All the necessary settings have been correctly saved in your USB modem by TeleWell. There is no need to change these default settings.

### 3.5.1 Dial

To ensure that the modem can connect the Internet properly, you should configure the connection information first.

**1. Dial Method**
It includes three types: Automatic, WWAN, and WLAN. And the WWAN type includes RAS and NDIS dials.

**Manage Config**
Click the "**Manage Config**" link into the Manage Config interface. Select "**New**" to add new connection information to the system. There are two parts of configuration information: Basic setting and Advanced setting.
The Basic setting information includes: Config Name, APN, Dial Number, User Name and Password.

The Advanced setting information includes: DNS, PDP Server, Authentication Mode, and PDP Type. If network supports "**Obtain server address automatically**", the modem can obtain the assigned IP information automatically. If network does not support it, you should input the proper address manually. Please consult the network supplier of (U) SIM-card for all above information. The configuration information

may be various according to the different network suppliers and network types.

**2. Other Setting**

**Auto Connect:** when the software is started, the application software will connect to the internet automatically.

**Retry to Connect When Network Failure:** when connect network failure, it can retry to connect automatically.

**Roam Hint:** when the item is selected, A traffic warning will show when connect to network if the SIM card is not local.

**Display Traffic Tip When Enter into Data Records:** when the item is selected, A traffic warning will show when enter into Data module.

## 3.5.2 Network

**1. Set Net Prior Order**

It includes Auto, 2G Only , 3G Only and LTE Only.

**2. Set Net Select Mode**

**Auto:** The system selects the network automatically according to user configuration rules and network status.

**Manual:** User selects network settings.

Select net mode "**Auto**", and "**Set Net Prior Order**", the system will indicate when completed successfully.

Select net mode "**Manual**", click "**Search**". After a short while, the network operator list appears. Those in red are unavailable. Select the network you wish to connect to. Click "**Register**", to finish network settings.

## 3.5.3 Security

**1. PIN on-off**

When the "**On**" item is selected, you will be asked to enter your PIN code

to use the device. You can click "**Change**" to modify the PIN code.
**Note:** This function requires network support.

### 3.5.4 System

**1. Startup Setting**
**Start When System Pulse on:** When start PC, the program will start.
**Start When Device Insert:** When you insert the device into PC, the application software will start running automatically.
**Quit When Device Remove:** When remove the device, the program will quit automatically.

**2. Alert Setting**
You can set "Network Connect wave, Network Disconnect wave and SMS wave" by click "**Browse**". These alerts will sound on the PC side. The audio file supports WAV format. If you select "**Play**", you can hear corresponding alert.

**3. Factory Mode**
Data is restored to the initial settings.

### 3.5.5 Auto Update

**1. Open the Auto update**
When the "Yes" item is selected, the automatic update feature turned on and you can set the update cycle.

**2. Check the Period Of Update**
It includes Everyday, Fifteen days, Thirty days.

**3. Update**
Click it, the system will automatically search the new version information. If find it, the system will popup the new version describe information. Click "OK" button to continue.

## 3.6 Data

### 3.6.1 Transfer Data

Click "**Transfer Data**" icon to view the upload speed and download speed in real time by graph. The used percent and remain data are shown in the histogram, and also the used data in the day and this month is shown.

**Note:** Data usage is approximate. It is just for reference only!

### 3.6.2 Data Records

Click "**Data Records**" icon to check the log of Internet connection history. Select start time (in "**From**" item) and end time (in "**To**" item) on the top of the "**Data Record**" dialog box, the records of flux during this period will be listed. You can delete a record by selecting it and pressing "**Delete**" button. And you can clear the record(s) by pressing "**Clear**" button.

### 3.6.3 Data Limit Settings

Click "**Data Limit Settings**" icon to set the related data limit options. When "**Apply volume limit**" clicked, you can set the following options.

**Common Accumulation:** you can set date, you can trace your usage volume by date.

**Cycle Statistics:** you can set the recurrence to "Day", "Week", and "Monthly". And when it unclicks, you can trace your usage volume by date.

**Limit Type:** When select it, you can set your data volume or time volume.

**Set Warn:** When select it, the system will warn before the limit reached or when the limit reached or exceeded.

## 3.7 Option

Click "**Option → Log**" icon, view the records of software operation.

Click "**Option→ Help**" icon, and switch to the help interface. Under the help topic, you can get the useful information about function of the software, etc.

Click "**Option→ Language**" icon, select software running language.

Click "**Option→ Diagnostics**" icon, view the Network Information, Hardware Information and Sim Information.

# 4 FAQ & Answers

When you meet the following problems in service, please refer to the following answers to solve it. If the problems still exist, please contact with your suppliers.

| Problem Description | Possible Causes | Problem Solving |
|---|---|---|
| The system cannot run the installation program automatically. | The system configuration is having difficulty with the auto-run software. | The device will appear as a virtual CDROM on the PC's start menu. Click on the icon and start the autorun.exe. If you have previously installed a version of the program, please uninstall it first. |
| After installation, the system doesn't install the driver program properly. | The system configuration is having difficulty with the auto-run software. | Please install the driver program manually. The driver program can be found in installation folder. |
| After the device is plugged in, the UI program doesn't run automatically. | The system configuration is incorrect. | Please open the UI program manually. You can find it on the desktop. |

| Problem Description | Possible Causes | Problem Solving |
|---|---|---|
| After restarting the computer, there is no signal indicated. | 1. You are in the place where there is no 2G/3G/4G network coverage. Such places include underground parking garages, tunnels, and some remote rural areas. | 1. Change location to find a good where having signal. |
| | 2. The device is not properly connected. | 2. Close the device safely as usual, pull out the device and reinsert the device again. |
| | 3. The SIM/USIM card isn't inserted properly. | 3. Remove and reinsert the (U) SIM card correctly. |
| | 4. The MODEM device is positioned in such a way as that adversely affects the devices signal reception. | 4. Adjust the angle/position of the MODEM device or its proximity to other electronic devices. |

| Problem Description | Possible Causes | Problem Solving |
|---|---|---|
| When the Device is being installed, the computer cannot find it. | 1. The installation programs of the MODEM device have not been installed properly. | 1. Run the installation program first then connect the device. Now install the drivers as normal in Windows. |
| | 2. The device is not connected properly. | 2. Restart the computer, or reconnect the device. |
| | 3. The SIM/USIM card is not inserted properly. | 3. Reinsert the (U) SIM card correctly. |
| Sent Message failure. | 1. The SMS Center Number is incorrect. | 1. Your device is preconfigured so it is unlikely that it will need changing. However if it is missing or incorrect contact your operator. |
| | 2. The network is busy or you are in an area with no signal. | 2. Try later or move to an area with a stronger signal. |
| Data connection failed. | 1. You are in the place where there is no 2G/3G/4G network coverage | 1. Move to an area with good signal. |
| | 2. The network is busy. | 2. Try later. |
| | 3. The APN in the user configuration file is incorrect. | 3. Check the APN in the user configuration file in the "Network settings". |
| | 4. The device data is corrupted. | 4. Local network access or the target server maybe experiencing problems. Retry data request. |
| | 5. The network type has been selected manually, but is incorrect. | 5. Reselect the network type according to the type of the (U) SIM card. |

| Problem Description | Possible Causes | Problem Solving |
|---|---|---|
| Connected to the Internet, but it cannot open any website page. | 1. After connection, you are unable to open web pages. | 1. Check that the APN in the configuration files is correct. |
| | 2. IE browser is causing problems. | 2. Upgrade to the new version or reinstall the IE browser. |
| | 3. Your operating system maybe infected by a virus. Worm Blaster for example can affect upload and downloaded data flow, resulting in an inability to access a website. | 3. Use the professional anti-virus software to check and remove the virus. |
| | 4. You have connected to an APN which cannot connect to the Internet. | 4. This happens when you are changing any preset operator value in the setting section. Check the entry and enter the correct APN from your operator. |